

UTILITY SERVICE TECHNICIAN

NATURE OF WORK

This is technical work coordinating services to the public and to Water, Wastewater and storm sewer personnel.

Work involves responsibility for efficiently scheduling and coordinating customer service calls utilizing the one-call system; maintaining maps and service records and a history for main repairs, manholes, hydrants and valves. Work also involves investigating public complaints, scheduling service calls and taps, answering general questions, reviewing inspection logs and plans, and coordinating report data. An employee in this class uses considerable independent judgment. Work decisions are made in accordance with departmental policies and procedures with general supervision received from a technical supervisor in the form of conferences, reports and compliance with state, city and departmental guidelines.

EXAMPLES OF WORK PERFORMED

Schedules water and wastewater service taps upon telephone request; coordinates and forwards customer and location information for personnel; responds to customer complaints and other requests for service calls.

Maintains tapping records and one-call tickets; reviews water, storm and sanitary sewer plans for subdivisions; participates in "plan-in-hand" reviews for construction; generates work orders through field inspection logs; provides field crew inspection reports in order to determine the scope and relative priority of potential maintenance activities.

Maintains records for manholes and collection system line/main repairs.

Monitors and documents changes and additions to hydrants and water valves; maintains accurate contractor supply records; updates city mapping system records; reviews plans and blueprints.

Maintains hydrant and valve information including: history, parts, location records and field inspections.

Maintains maps and record systems for hydrants and valves.

Generates work orders or repair requests for field crews.

Coordinates and dispatches the delivery of supplies and materials for field crews who are performing repairs and/or installing new mains.

May be required to assist in the city snow removal effort.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of City water, wastewater and storm sewer functions.

Knowledge of City ordinances, state laws and departmental policies and procedures as they relate to the water, wastewater and storm sewer functions.

Some knowledge of personal computer systems.

Ability to maintain accurate records.

Ability to inspect, assess and document service needs and personnel necessary to make repairs.

Ability to collect and analyze technical data.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with other City departments, coworkers, contractors, plumbers and the general public.

Ability to prioritize job duties and work independently.

Ability to utilize mapping software in order to enter work maintenance information.

Ability to drive a light to heavy truck and sedan.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent plus experience working in Water, Wastewater and storm sewer and some experience with Micro station computer software.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent plus some experience working in a public utility division or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

Must possess and maintain a valid State of Nebraska driver's license.

Possession of a valid Nebraska driver's license with a CDL indorsement when operating a 26,000 GVW vehicle is necessary to the satisfactory performance of assigned duties, specifically snow removal.

Approved by: _____
Department Head

Personnel Director